



ACAL Private Equity Management S.à r.l.

# **INVESTOR COMPLAINTS MANAGEMENT POLICY**

July 2025

*(hereafter the "Policy")*

ACAL PRIVATE EQUITY MANAGEMENT S.à r.l.

(hereafter "General Partner")

2, rue Jean Monnet

L-2180 Luxembourg

Grand Duchy of Luxembourg

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## II. Version Control

Review of this Policy is to be carried out and updated by the Senior Management upon material change in standard practices and governance. Furthermore, in case of new compartments, the Board should also consider reviewing this Policy.

The Complaint Manager will ensure that the Compliance department of the Company and its internal audit function will assess, on a regular basis, the compliance with this Complaints Management Policy and relevant procedures.

Any new version of this policy shall be approved by the Board of the Company.

Version No	Date	Incorporated changes
V. 1.0	15.01.2019	Inception
V. 2.0		Up-dated version, reflecting requirements as of Q1 2019
V. 2.1	June 2020	Review, Addition of timeline for Complaint Handling & Protocol for complaint recording Restructuring of the policy
V. 2.2	July 2021	Review, minor changes
V. 2.3	August 2022	Review
V. 2.4	September 2023	Annual review, change of address, formatting
V. 2.5	June 2024	Review, adding new Board member
V. 2.6	July 2025	Review, change of Board composition, minor changes

### Appendices

Reference	Description
Appendix A	Complaints Handling Procedure
Appendix B	Out-of-court complaints filed with the CSSF
Appendix C	Complaints Register

### III. Definitions

<b>AIFMD law</b>	Luxembourg Law of 12 July 2013 (as may amended)
<b>Board or BM</b>	The Board of the Company is newly composed of: Mr Ming Jiang (chairperson) Mr Stefan Rupp Mr Thorsten Steffen Mr Franz Traussnig
<b>Company</b>	ACAL Private Equity Management S. à r. l. is acting on its own and in its function as managing general partner of ACAL Private Equity SICAR S.C.A.
<b>Complaints Handling Procedure</b>	Please see Appendix A
<b>Complaint Register</b>	Please see Appendix C
<b>Complaint Manager</b>	Ms Elena Steffen-Burkhardt, the conducting officer in charge for complaints management Phone: +352 691 612 612 <a href="mailto:Elena.burkhardt@pe-acal.com">Elena.burkhardt@pe-acal.com</a> 2, rue Jean Monnet L-2180 Luxembourg
<b>Conducting Officer responsible for Compliance</b>	Ms Elena Steffen-Burkhardt is the conducting officer in charge for compliance
<b>CSSF</b>	Commission de Surveillance du Secteur Financier
<b>External Auditor</b>	PWC – Luxembourg
<b>Filing Agent</b>	Arendt Regulatory & Consulting S.A. is the appointed filing agent
<b>Policy</b>	Investor Complaints Management Policy
<b>Law of 2013</b>	Luxembourg Law of 12 July 2013 (as may amended)
<b>Senior Management or Conducting Officer</b>	The Senior Management is composed of: Mr Stefan Rupp Mr Franz Traussnig Ms Elena Steffen-Burkhardt

## IV. Objectives

Main objectives of this complaints handling policy are to ensure:

- a distinct complaint channel for shareholders to address their complaints;
- that each complaint is recorded and followed up;
- prompt and reasonable complaint handling;
- transparency to investors and the CSSF;
- equal treatment of all investors; and
- avoidance of reputational risks for the Company.

## V. INTRODUCTION

The Company should comply with the legal framework applicable to complaints handling as set out, notably, in:

- CSSF Regulation 16-07 relating to out-of-court complaint resolution (the **Regulation 16-07**);
- CSSF Circular 17/671 on specifications regarding CSSF Regulation N°16-07, as amended (the **CSSF Circular 17/671**); and
- CSSF Circular 19/718 on the adoption of the Guidelines on complaints-handling for the securities (ESMA) and banking (EBA) sectors of 4 October 2018 (JC 2018 35, the **CSSF Circular 19/718**).

According to Article 15(1) of the Regulation 16-07 and following the additional guidance in the CSSF Circular 17/671, each professional shall have a complaint management policy that is defined, endorsed and implemented by the management of the professional. This internal policy should be formalised in an internal complaint resolution and settlement procedure and available to all relevant staff. It shall also enable the identification and mitigation of any possible conflicts of interests, notably through the avoidance of incompatibilities between the complaints handling functions and other functions likely to be the subject of complaints (the **Complaints Management Policy**).

To this Complaints Management Policy, a complaint means a complaint filed with the Company to recognise a right or to redress a harm (a **Complaint**). A Complaint may have the form of a statement of dissatisfaction addressed to the Company by a natural or legal person relating to the provision of an investment service provided under the AIFMD. A mere request for information or explanation is not considered as a Complaint. A Complaint without any link with a financial product or service is not a Complaint to be reported under the Complaints Management procedure as described below.

Relationships with private or institutional investors require the Company to handle investors (hereafter “Shareholders”) complaints received at no cost in a suitable, transparent, efficient, and objective manner. The obligation to provide a suitable response to complaints requires not only impeccable behavior of the Company but it also represents an essential element of the Company’s brand image and part of each entity’s goodwill protection whilst maintaining a level of trust with shareholders. Shareholder’s complaints can be a revealing symptom of underlying problems for the Company.

Mindful of its image, the Company has put in place and maintains an efficient and transparent procedure to ensure that complaints received from shareholders are dealt quickly and reasonably.

The Investor Complaint Management Policy is available to all staff concerned. It shall also enable the identification and mitigation of any possible conflicts of interests.

## VI. RESPONSIBLE FOR COMPLAINT HANDLING

The Senior Management of the Company has appointed a member of the Senior Management as the person responsible concerning all Complaints/claims made by investors to the Company (the **Complaint Manager**). The Complaint Manager is directly in charge of the implementation and efficient operation of a structure as well as this internal procedure. The Complaint Manager is in charge of handling each Complaint, always with a view to avoiding possible conflicts of interests.

However, when, in view of the nature, the number or complexity of the Complaints, the Company considers that it is appropriate to designate one or several persons in charge of the Complaints, the Complaint Manager may, subject to prior notification to the CSSF, delegate the management of these Complaints internally. In this case, the Complaint Manager keeps ongoing knowledge and control of the complaint handling internally.

The Complaint Manager informs the relevant staff of the Company of the policies and procedures as well as any change thereto. In addition, the Complaint Manager determines the human and technical resources necessary to correctly apply the principles laid down in the Complaints Management Policy (the **Complaint Handlings Team**).

Complainants will be invited, either through the Company's website, or the Company's brochures or contractual documents, to file a Complaint with the Company by using one of the following communication channels:

- Email to: [elena.burkhardt@acal-pe.com](mailto:elena.burkhardt@acal-pe.com)
- Registered mail:

**ACAL Private Equity Management S. à r. l.**

Ms Elena Steffen-Burkhardt

2, rue Jean Monnet

L-2180 Luxembourg

Luxembourg

## VII. COMPLAINTS HANDLING PROCEDURE

### Receipt of Complaints

#### Written complaint

High-level process overview for a written complaint:

- original to be stamped with the date of receipt;
- original to be scanned and classified in the complaints paper file;
- scan of the complaint to be sent to the Complaint Manager and a copy to all members of the Senior Management;
- Complaint Manager should ensure the efficient tracking of complaints in the Complaint Register (*please see Appendix C*);
- Complaint Manager should coordinate further action and reply to the complaining Shareholder(s); and
- Complaint Manager should ensure an on-going up-date of the complaint register and follow up of the agreed actions.

The above listed high-level process overview complements the detailed process described in following paragraphs.

### Verbal complaint

A complaint transmitted verbally by a Shareholder, or by a third party, will be summarized in written form using the protocol enclosed in Appendix B. The summary is then treated in the same way as a written complaint (*please see above section Written Complaint*).

## COMPLAINT HANDLING

Upon receipt of a Complaint, the Company shall endeavour to promptly contact the complainant to acknowledge receipt of the Complaint and/or provide a response to the complainant as follows:

- 1) upon receipt of the Complaint, a member of the Complaints Handling Team will record the Complaint in accordance with the Protocol enclosed to Appendix B and inform the Complaint Manager immediately upon recording of the Complaint, a complaint number will be issued;
- 2) if a Complaint received by the Company relates to one of its service provider, the Complaint Manager forwards the Complaint to the concerned service provider and informs the complainant within 10 business days (Luxembourg) after receipt of the Complaint;
- 3) in the case of a Complaint vis-à-vis the Company, a written acknowledgement of receipt will be provided to the complainant as soon as possible, and in any case within 10 business days after receipt of the Complaint, unless the response itself is provided to the complainant within this period. The acknowledgment of receipt will include:
  - a. name of the complainant and the date of receipt of the Complaint;
  - b. Complaint recording number;
  - c. name and contact details of the member of the Complaints Handling Team in charge of the Complaint (that person will be the contact person of the complainant throughout the internal handling procedure for his/her/its Complaint);
  - d. indicative timetable for handling the Complaint and notably an information as to whether the response may take longer than a month from receipt of the Complaint and the reason why as well as the date at which the examination of the Complaint is likely to be achieved (otherwise the reply shall be provided within a month from receipt of the Complaint);
  - e. the existence of, and the commitment of the Company to resort to, the out-of-court complaint resolution procedure before the CSSF, the link to the website of the CSSF and other means available to submit a request to the CSSF; and
  - f. any other relevant information in the context of the Complaint;
- 4) the member of the Complaints Handling Team in charge of the Complaint will be the contact person of the complainant throughout the internal handling procedure as regards the Complaint in question;

- 5) the member of the Complaints Handling Team in charge of the Complaint will seek to gather and to investigate all relevant evidence and information on each Complaint and provide a response in a plain and easily comprehensible language to the complainant without undue delay and in any case, within a period which cannot exceed one month between the date of receipt of the Complaint and the date at which the response to the Complainant was sent. Where a response cannot be provided within this period, the member of the Complaints Handling Team in charge of the Complaint will inform the complainant of the causes of the delay and indicate when the assessment is likely to be finalised;
- 6) where the complainant did not obtain a response or a satisfactory response from the Complaints Handling Officer, the complainant will be informed of its right to escalate the Complaint directly to the Company's Management. The member of the Complaints Handling Team in charge of the Complaint will, where possible, seek to obtain confirmation of the complainant that any issues have been satisfactorily resolved;
- 7) the Complaint Manager will ensure that a proper follow-up and a final response is sent to the complainant without undue delay in line with the indicated deadline indicated in point 5) above;
- 8) Where the Complaint handling at the level of the Complaint Manager did not result in a satisfactory response for the complainant, the Complaint Manager will:
  - a. provide the complainant with a full explanation of the Company's position as regards the Complaint;
  - b. confirm the Company's decision to have recourse to the out-of-court complaint resolution procedure to resolve the dispute and inform the complainant, on paper or by way of another durable medium, of existence of the procedure for out-of-court resolution of Complaints before the CSSF in line with the CSSF Regulation 16-07 and include (1) a website link to Regulation 16-07, where appropriate, or (2) a copy of the CSSF Regulation 16-07 and (3) the contact details of the CSSF to file a request. In particular, the Complaint Manager will inform the complainant that he/she/it should file a request with the CSSF within a year at the latest after the date on which the complainant has introduced his/her/its Complaint (on the same subject) with the Company's Complaint Manager, in accordance with Article 5(1) of CSSF Regulation 16-07.
    - The CSSF also participates in the online alternative dispute resolution procedure under Regulation 524/2013, which is related to the European platform for online dispute resolution (an additional instrument made available (only) to the consumers that wish to start an online out-of-court settlement procedure for their national or cross-border dispute).
  - c. inform the complainant on his/her/its option that he/she/it is able to take civil action;
- 9) in the context of an out-of-court resolution process before the CSSF, the Company will fully cooperate with the CSSF in accordance with the Regulation 16-07 and provide the CSSF with any requested additional information, documents, or explanations and or take position on the facts or opinions as presented by the complainant. In that respect, the CSSF is the competent authority for the out-of-court settlement of complaints relating to



investment services and ancillary services in accordance with Article 58(3) of the Banking Act 1993 as well as the management of AIF(s) in accordance with the AIFM Law.

In any case, no Complaint shall remain unanswered by the Company. Any action taken including the date of the response shall be tracked in the Complaint Register and a copy of the correspondence will be filed in a specific folder for complaints.

Any action taken including the date of the response shall be tracked in the Complaint Register and a copy of the correspondence will be filed in a specific folder for complaints.

Please refer to Appendix A for an indicative timeline of the Complaint Handling Procedure.

## VIII. COMPLAINTS RESOLUTION BEFORE THE CSSF

The CSSF is the relevant authority for receiving requests for the out-of-court resolution (hereafter “request”) of a complaint from professionals without judicial proceedings. The out-of-court complaint resolution before the CSSF is free of charge. Moreover, no charges will be reimbursed to the parties.

The parties may be represented or assisted by a third party at all stages of the procedure, which is essentially written. Nevertheless, if the CSSF deems it necessary for the examination of the file, it may convene a meeting with the parties.

The CSSF takes the necessary measures to ensure that the processing of personal data complies with the applicable rules of the personal data protection. The parties and the agents in charge of handling the out-of-court resolution of complaints within the CSSF are bound by an obligation of confidentiality and by the professional secrecy.

If the Shareholder did not receive an answer or a satisfactory answer from the Company within one month from the date at which the Complaint was sent, they may file their request with the CSSF within one year after filing the complaint with the Company.

The complaints resolution procedure before the CSSF includes, notably, the below steps:

### 1) Introduction and information of the parties about the Complaint

Where the CSSF receives a request (from the complainant) that meets all the relevant conditions (as described in the Regulation 16-07), it will transmit a copy thereof to the Company, with the request to take position within a period up to one month from the date at which the file was sent. The CSSF informs the complainant of such transmission.

The request must be filed with the CSSF in writing, in Luxembourgish, German, English or French language and forwarded in one of the following manners:

- mail;
- fax;
- email;
- online on the CSSF website

The request shall be supported by a statement of the reasons, on which it is based together with, inter alia, the following documents:

- detailed and chronological statement of the facts underlying the Complaint and the steps already taken by the Shareholder;
- copy of the prior complaint previously submitted to the Complaint Manager;
- copy of the answer to the prior Complaint or the confirmation by the shareholder that he/she did not receive an answer within one month from the date at which they sent the prior Complaint;
- statement of the shareholder that he/she did not refer the matter to a court, an arbitrator or another alternative dispute resolution body in Luxembourg or abroad;
- agreement of the Shareholder with the request handling conditions of the CSSF as body responsible for the out-of-court resolution of his complaint;
- express authorization of the Shareholder so that the CSSF can transmit its request (including the attachments) as well as any future correspondence or information to the Company concerned by the request;
- in the case where a person acts on behalf of a Shareholder or on behalf of a legal person, a document showing that the person is legally entitled to act so;
- copy of a valid ID document of the shareholder (natural person) or, where the shareholder is a legal person, of the natural person representing this legal person.

## **2) Additional information request**

While analyzing the file relating to the request, the CSSF may request the Company and the Shareholder to provide additional information, documents, or explanations and to take position on the facts or opinions as presented by the other party within a reasonable period that cannot exceed three weeks.

## **3) Completion of the request**

Upon receipt of all relevant documents and information, the CSSF shall confirm to both the complainant and the Company, in writing or via a durable medium, that the request is complete. This confirmation shall include the date of receipt of the complete request.

Within a period of three (3) weeks following the receipt of the complete request, the CSSF shall inform both the complainant and the Company whether it accepts to handle the complaint.

In the event that the CSSF declines to handle the complaint, it shall provide a written explanation to both parties within the same three (3) week period, specifying the reasons for its decision not to proceed with the complaint.

## **4) Analysis and conclusion of the CSSF**

Where the analysis of the file relating to the request is completed, the CSSF addresses a conclusion letter to the Company and the complainant, including the statement of reasons for the position taken:

- where it concludes that the request is totally or partly justified, it will ask the Company and the complainant to contact each other to settle their dispute in view of the reasoned conclusion and to inform it of the follow-up;

- where the CSSF concludes that the positions of the parties are irreconcilable or unverifiable, it will inform the Company and the complainant thereof in writing.

The Company and the complainant will be informed that the conclusions reached by the CSSF after the analysis of the request may be different from the order of a court applying legal provisions and that since the reasoned conclusions of the CSSF are not binding on the Company and the complainant, they are free to accept or refuse to follow them. In the conclusion letter, the Company and the complainant's attention will also be drawn to the possibility to seek remedies through legal proceedings if the Company and the complainant fail to reach an agreement after the CSSF issued its reasoned conclusion. The CSSF will request in its reasoned conclusion, that the Company and the complainant inform it within a reasonable period set in the letter, whether they decided to accept, to refuse or to follow the solution proposed by the CSSF.

### **5) Timing**

The CSSF issues a reasoned conclusion within **90 days**. The 90-day period starts when the CSSF receives a complete request that meets the relevant conditions. The written confirmation informs the Company and the complainant of the date at which the 90-day period begins. The 90-day period may be extended in the case of highly complex files. In this event, the CSSF informs the Company and the complainant of the approximate necessary extension as soon as possible and at the latest before the end of the 90-day period.

### **6) Representation and assistance**

The Company and the complainant have access to the procedure without having to resort to a lawyer or a legal adviser. However, the Company and the complainant to the procedure may seek an independent opinion or be represented or assisted by a third party at all stages of the procedure.

### **7) End of the procedure**

The procedure ends:

- by sending a reasoned conclusion letter or by sending a letter in which the CSSF communicates the outcome of the procedure to the Company and the complainant;
- by reaching an amicable settlement between the Company and the complainant during the procedure, which the CSSF has been informed of;
- in case of a written withdrawal of either the Company or the complainant, which may occur at any time during the procedure, and which must be notified to the other party and to the CSSF within a reasonable period, in writing or by way of a durable medium;
- where the right on which the Complaint is based is prescribed and where the Company claims that the time period for exercising that right has expired;
- where the Complaint has been submitted to a Luxembourg or foreign court or arbitrator;
- where the Complaint has been submitted to an out-of-court complaint resolution body other than the CSSF in Luxembourg or abroad; or
- where the complainant does not provide the additional documents, information, explanations, or positions requested by the CSSF within the period set by the CSSF that cannot exceed three weeks.

## IX. MONITORING

### In-house

The Complaint Manager, shall ensure that each Complaint as well as each measure taken to handle the complaint are properly registered and issued a recording number, as described this Policy.

The Complaints Manager shall maintain the Complaints Register on an on-going basis and ensure that this procedure is being complied with.

The Complaint Register shall be reviewed on a regular basis at the management meetings of the Senior Management and at least annual by the Board. Additionally, suggestions should be made for the necessary improvements to processes and procedures in order to avoid the same mistakes being repeated.

The internal auditor shall include a check on the proper implementation and the effective and efficient execution of this complaints handling policy/procedure.

Additionally, suggestions should be made for the necessary improvements to processes and procedures to avoid the same mistakes being repeated.

All the historic data of the Complaint as well as the steps undertaken to resolve them, including the documentation and the response sent to the complainant, shall be kept securely on the electronic register of the Company for the purpose of follow up on the Complaint and of monitoring and reporting to the Complaint Manager and to the CSSF.

### External Auditor

The complaints file is available to the external auditor of the Company, if requested.

### CSSF

#### Annual Complaints Report

Company must prepare an annual complaint report detailing the number of complaints received, both those received directly and via authorised third parties, classified by type of complaints, a summary of each complaint and the measures taken to handle to them. The reasons for these complaints and the status of processing shall be also listed.

The annual summary report could be an integrate part of the annual compliance report of the Company.

Target date: The annual complaint report must be filed with the CSSF within **five months** following the end of the financial year of the Company. The report shall be filed by the appointed Filing Agent.

The Company shall always comply with the recommendations relating to its participation in the out-of-court resolution procedure as set out in the CSSF Regulation 16-07 and the CSSF Circular 17/671.

### Complaint Manager

The name of the Complaint Manager, responsible for processing, centralising, and monitoring complaints must be communicated to the CSSF.

## X. REFERENCES

- Law of 12 July 2013 concerning AIFMs
- CSSF Regulation 16-07 relating to the out-of-court resolution of complaints
- CSSF Regulation N°10-04: Chapter II, Section 2, Art. 7
- CSSF Circular 17/671 on specifications regarding CSSF Regulation N°16-07, as amended
- CSSF Circular 18/698
  - CSSF Circular 19/718 on the adoption of the Guidelines on complaints-handling for the securities (ESMA) and banking (EBA) sectors of 4 October 2018

## XI.APPENDIX A

### Indicative timeline of Complaint Handling

#	Steps	Timeline (starting from step 1)
1	Receipt of Complaint by the Company	-
2	Recording of the Complaint and information of responsible the Complaints Handling Team  Notification of the Complaint to the Complaint Manager of the Company	Without delay  Without delay
3	Sending of written acknowledgement of receipt (indicating already if the response would take more than a month to be prepared and the reason why indicating a possible date where the examination will be achieved)  OR  If a Complaint relates to a service provider of the Company, forwarding to the concerned service provider and information of the complainant	Within 10 business days
4	Investigation of Complaint	5 to 10 business days. The response should in any case be sent within one month from the receipt of the Complaint.
5	Drafting of response by the Complaints Handling Team	
6	Sending of response by the Complaints Handling Team	
7	Where a response cannot be provided within one month from the receipt of the Complaint, sending of information to the complainant of the causes of the delay and when the assessment is likely to be finalised.	As soon as possible after step 3.
8	Where the complainant did not obtain a response or a satisfactory response from the Complaints Handling Team, the complainant will have the opportunity to escalate the Complaint directly to the Complaint Manager and shall be informed thereof in the initial response.	Without undue delay
9	Final response by the Complaint Manager.	Without undue delay

10	<p>Where the Complaint handling at the level of the Complaint Manager did not result in a satisfactory response for the complainant, the Complaint Manager will:</p> <ul style="list-style-type: none"> <li>• provide the complainant with a full explanation of the Company's position as regards the Complaint; and</li> <li>• inform the complainant of existence of the procedure for out-of-court resolution of complaints before the CSSF in line with the CSSF Regulation 16-07 available at <a href="http://www.cssf.lu/en/consumer/complaints/">http://www.cssf.lu/en/consumer/complaints/</a> or include a copy of the CSSF Regulation 16-07 and inform the complainant of the deadline for such procedure (i.e. one year from the date the complainant has introduced the Complaint to the Company in the first place) and that this out-of-court complaint resolution is free of charge;</li> <li>• if the case arises, the Company confirms its decision to have recourse to the out-of-court complaint resolution procedure to resolve the dispute;</li> <li>• as the Company has undertaken to resort to the out-of-court complaint resolution procedure with the CSSF, it must send to the complainant a copy of the CSSF Regulation 16-07 or the reference to the CSSF website, as well as the different means to contact the CSSF to file a request, to the complainant;</li> <li>• include the contact details of the CSSF to file a request: <ul style="list-style-type: none"> <li>(A) by mail (simple mailing, no registered letter required):  <i>Commission de Surveillance du Secteur Financier</i>  Département Juridique –  Département Juridique CC  283, route d'Arlon  L-2991 Luxembourg  Phone: (+352) 26 25 1 - 1  Fax: (+352) 26 25 1 – 2601</li> <li>(B) by filling in the form (PDF or online) available at the following address:  <a href="http://www.cssf.lu/en/consumer/complaints/">http://www.cssf.lu/en/consumer/complaints/</a></li> <li>(C) by fax sent at the following number:  (+352) 26 25 1 - 2601;</li> <li>(D) by e-mail at the following address:  <a href="mailto:reclamation@cssf.lu">reclamation@cssf.lu</a>.</li> </ul> </li> </ul>	Without undue delay
11	In case the complainant could not obtain a satisfactory response from the CSSF, the Complaint can be raised before the courts.	

## XII. APPENDIX B

### Protocol for Complaint recording number

<b>Protocol Number:</b>	[ACAL-YYYY-No.]
<b>Customer Number:</b>	[●]
<b>Other Cust. Ident.</b> (name / account number)	[●]
<b>Responsible Department:</b>	[●]
<b>Employee:</b>	[●]
<b>Date Received:</b>	[●]
<b>Details of Complaint:</b>	[●]
<b>Response to Customer (date):</b>	[●]
<b>Status of Complaint</b>	[●]
<b>Description of each measure(s) taken to handle the Complaint</b>	[●]
<b>Any subsequent correspondence between the Company and the Complainant, including how the Complaint was resolved</b>	



### XIII. APPENDIX C

#### Complaints Register

*(The illustration below serves as an example of the general register. The official register will be maintained separately in a dedicated file.)*

ID	DESCRIPTION OF COMPLAINT	TRANSACTION RELATED CONFLICT (YES/NO)	FINANCIAL IMPACT OF THE CONFLICT (EUR)	CONTACT DETAILS OF THE PERSON WHICH ADDRESSED THE COMPLAINT	DATE OF RECEIVING THE COMPLAINT	DECISION ON HOW TO TREAT / TO REPLY TO THE COMPLAINT	DATE OF THE DECISION	DATE OF REPLY TO THE COMPLAINANT	FOLLOW UP: DECISION RESPECTED
1									
2									
3									
4									
5									
6									
7									
8									